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Senior Supervisor

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Links

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Languages

Arabic (Native)

French (Fluent)

Italian (Fluent)

Spanish (Fluent)

English (Fluent)

About

A highly motivated, confident and genuinely flexible Personal Shopper demonstrating a strong track record in the luxury goods industry. Having worked with brands including but not limited to Armani, Jimmy Choo, Hugo Boss, Rolex, Valentino and Dior. I am used to building strong relationships with a wide range clientèle with high expectations. Having had a stand-out reputation in every role to date, I am now seeking a new challenge within a business where I can add significant value with my diverse and wide-r a n g i n g skill set.

BRANDS WORKED WITH

Burberry Limited

Gianni Versace MILANO/

Harrods /Harvey Nichols

NIRAV MODI JEWELS Old

Villa Moda

Experience

● Senior sales assistant / personal shopper

Burberry Limited | Jan 2022 - Jan 2022

Meeting company sales expectations

- Business planning forecasting, providing data for HO
- Constantly raise the high standards of customer services
- Organise transfers, moving stock for better sales results
- Full operational responsibility for the store
- Training and coaching team
- Client relationship, store and individual (appointments and CRM)
- Always meeting the High standards of VM guidelines of the brand
- Focusing on customer service & clientelling
- Driving the business with focus, energy and optimism

● Michael Kors collections / collection supervisor

Harrods /Harvey Nichols | Jun 2018 - Nov 2021

Leading, driving and motivating teams to optimise performance

- Planning and delivering initiatives to market growth
- Providing a safe and secure retail environment forshoppers
- Proposing and implementing promotions and specialoffers
- Mentoring new employees
- Controlling and maintaining the budgets and expenditures
- Creating action plans for staff and department
- In charge of Soft-lines department operations, including sales and orderingof merchandise, such as men's clothing, shoes andaccessories
- Introducing and working closely with Private Shopping
- Writing monthly rotas
- Duties also include merchandise display to maximise sales and customertraffic to high value items
- Writing weekly and monthly trade reportsforstore manager, area managerand buyers

● Senior sales assistant

NIRAV MODI JEWELS Old | Apr 2016 - Jun 2017

Achieving and exceeding sales targets

- Delivering unparalleled customer service
- Building and maintaining client book
- Support and help the team
- Promoting the right image of the brand
- CRM personal and team Client books development and maintenance
- Developing and conducting trainings
- Ensuring VM standards and visual excellence

● Personal Shopper

Villa Moda | Aug 2005 - Jan 2016

Engaging with high profile clients (particularly with VIP clients) in their selection and choices of products on a one-to-one basis, offering excep-



tional and fully confident customer service

- Building relationships with clients from initial enquiry through to purchase
- Educating customer regarding diamond specification and authenticity
- Developing in-depth knowledge of all the available deals and available discounts
- Supporting purchasing decisions in line with the specific occasions
- Influencing purchasing decisions through cross and up-selling of items in order to maximise customer spend
- Following up with clients through emails and calls to maximise sales and to keep them up to date on the progress of their orders
- Working in line with company sales protocols, using a variety of opened and closed questions to engage customers
- Focused on driving sales by CRM
- Working to constantly meet and exceed all clearly defined monthly and weekly targets.

● Assistant Manager

Gianni Versace MILANO/ | Apr 1992 - May 2005

Managing the day to day operations of the store as well as motivated and trained a small team from stock replenishment, customer service right through to setting up displays and driving sales

- Demonstrating excellent leadership through the delegation of task to up to 6 members of staff while ensuring they maintain the highest possible customer service standard
- Carrying out monthly business reviews ensuring to cover all aspects that may affect revenue intake.
- Successfully ran the store during the absence of the Manager
- Developing a list of high-profile clients
- Delegating tasks with complete effectiveness to reach operational objectives, providing motivation to members when necessary
- Dressing models for Victorian and Albert Museum Fashion Rock Show
- Focusing on staff development, coaching colleagues through the progression structure, ensuring to nurture employees to perform to the best of their abilities in order to hit sales targets
- Completing paperwork and processes in a timely and efficient manner which includes stock control, cash management, compliance and loss prevention, health and safety and site management
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